

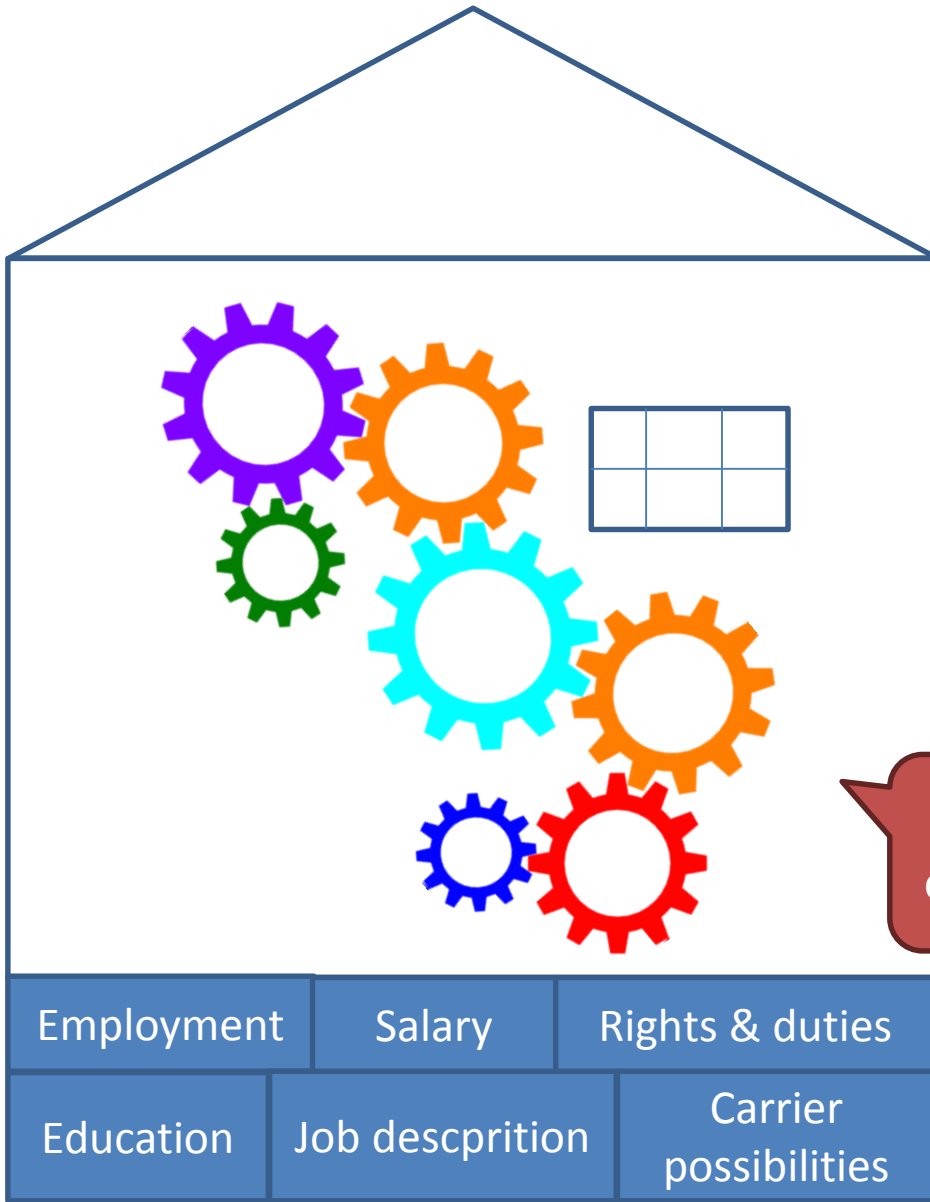
Patient experience as a competence

Åsa Steinsaphir

User involvement coordinator
at North Stockholm Psychiatry

How many of you...

- ...believe that user experience is important when doing quality improvements in your organisation?
- ...include people with user experience when doing quality improvements in your organisation?
- ...pay them something for the competence they bring?
- ...has formally employed someone on the same base as other staff, with user experience as a mandatory competence?

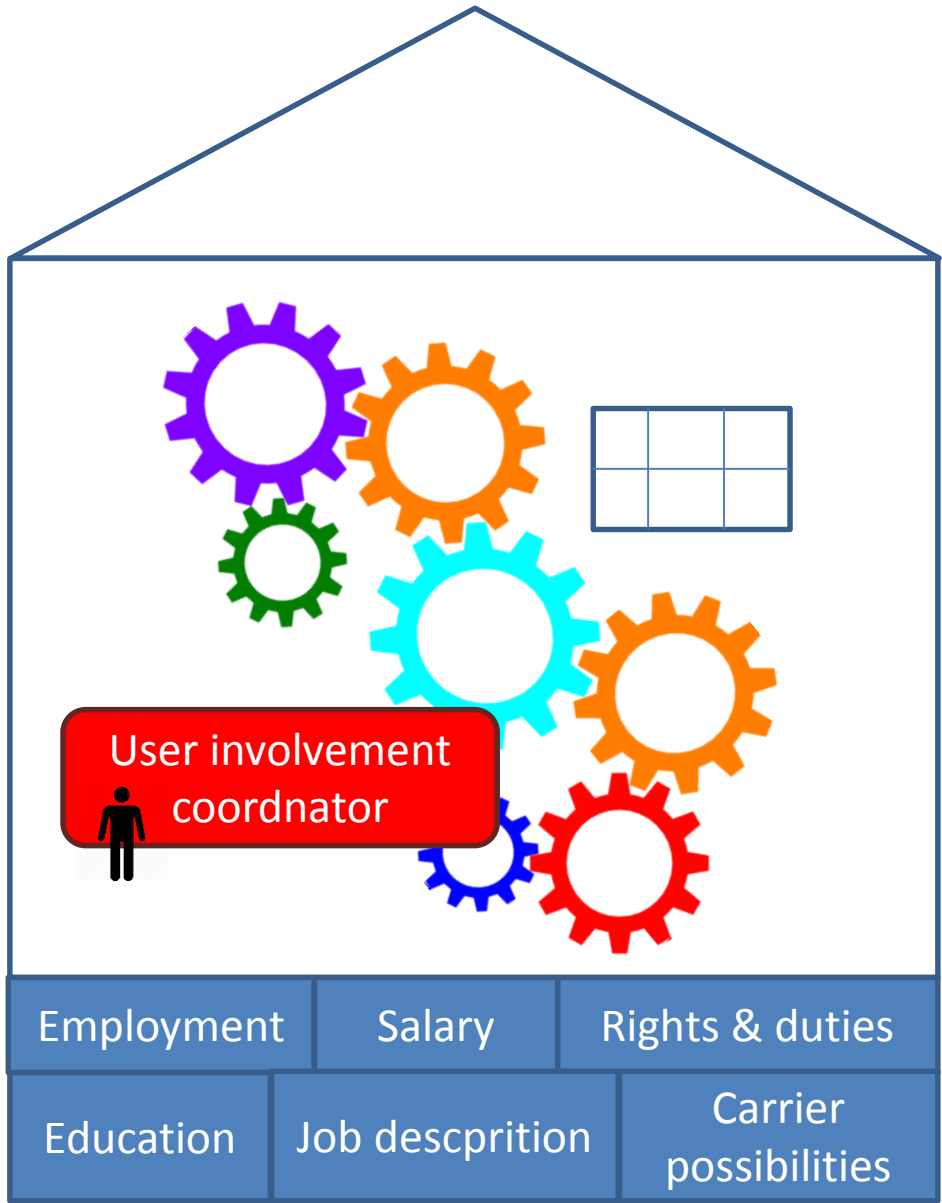


Use us more!

it's complicated

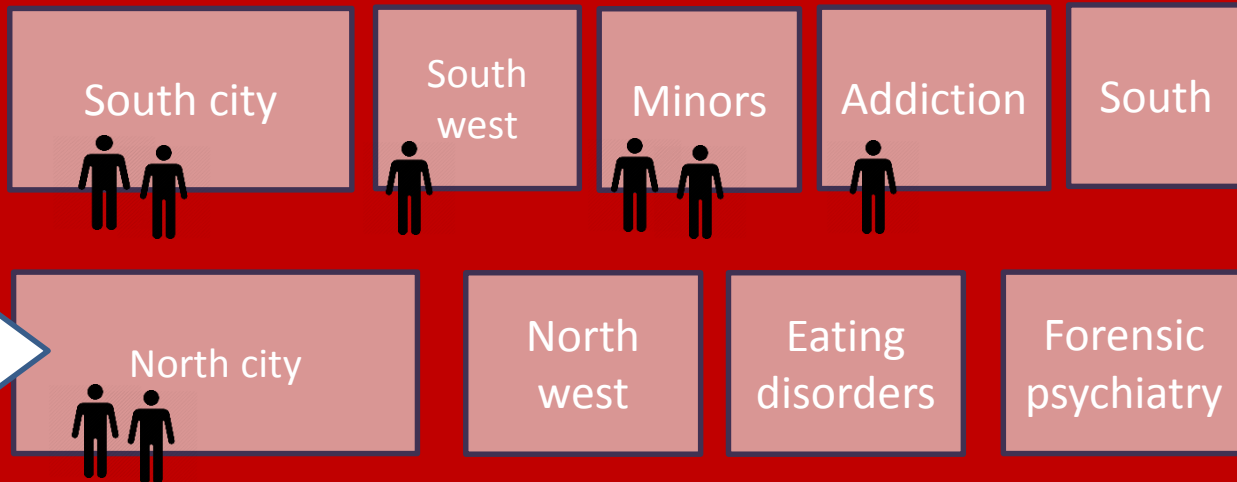
**★ VERY ★
IMPORTANT**



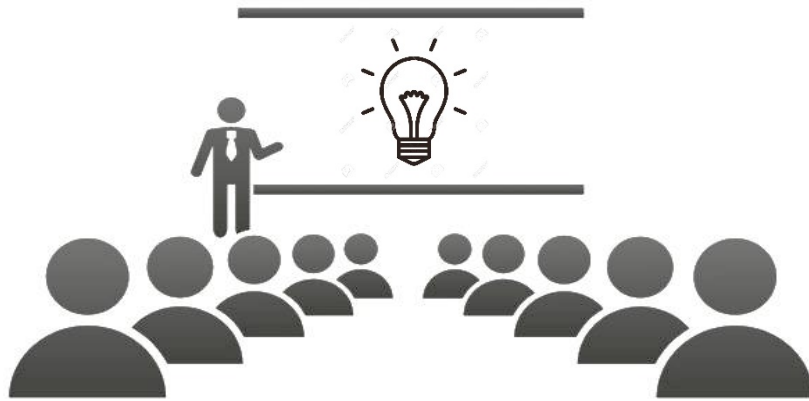


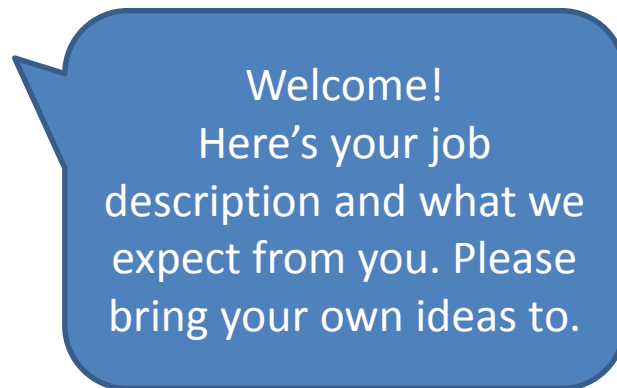
Stockholm County healthcare system (SLSO) (county healthcare provider)

Psychiatric care



Service area
24h care 18+:
360.000
(139 beds)





Watch out for
discrimination

Welcome!
You're amazing,
turning on a computer
all by yourself!

Welcome! We will have
the same expectations
on you as we have for
the rest of our staff.



It's a co-worker,
not a patient.
Leave your care-
giver role behind.

Welcome!
We'll give you this job
since we want to
support you and help
you recover.

Welcome!
We really need your
competence and expect
you to help us out



Thank you

Contact

Åsa Steinsaphir, asa.steinsaphir@sll.se

User involvement coordinator at North Stockholm Psychiatry

Read more

<http://norrastockholmspsykiatri.se/Om-oss/Press/recent-projects-in-english/>